

STATUS 00-0 – REFERRAL

- A. Definition:** A referral is defined as any individual who has been referred to or personally contacted vocational rehabilitation by letter, telephone, direct contact, or any other means.
- B. Scope of Services:** Efforts are directed to contacting and establishing an appointment where eligibility and services can be explained and an application, Rights and Responsibilities form, and health assessment questionnaire are completed.
- C. Agency Expectations:**
1. The computer record will be checked using the search function in IRSS by entering the client's name or social security number, if available, to determine if a casefile is already currently open. If it is open, contact the current office and counselor to determine if the file should be transferred. If the case is closed, request the official file from closed records if the case will be opened.
 2. Referral log . IRSS tracks all referrals that have been entered into IRSS in status 00-0. the following information is required to open a case in status 00-0:
 - a. Client Name
 - b. Client Address
 - c. Client Phone Number
 3. Within three days a letter inviting contact must be sent to the referral. If there is no response within one month, a follow-up letter is to be sent. Those clients who follow through and contact IVRS will participate in an orientation session that provides a comprehensive explanation of agency services. If after completing the orientation the individual desires to pursue services, the individual is scheduled within two weeks of the initial contact for an intake appointment.
 4. Referral File . IRSS tracks all referral information that has been entered. If hard copies of referral information were received, the material is maintained until the referral responds, at which time a counselor is assigned, or until six months from the date of the initial letter.
 5. The individual must be able to work in a competitive work setting and available to meet with agency staff and participate in rehabilitation services.

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